

The Effect of Job Characteristics and Job Satisfaction to Partner Driver's Work Engagement in PT. XYZ

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Abstract

The objective of this study is to describe and to identify the effect of job characteristics and job satisfaction to *work engagement*. By knowing and identifying the relationship effect, the researcher further intended to obtain a basis for a psychological intervention. Work engagement is a positive, fulfilling, work-related state of mind that is characterized by vigor, dedication, and absorption. Job characteristics are factors or attribute which correlate with the work, and there are five characteristics: skill variety, task identity, task significance, autonomy, and feedback from the job. Job satisfaction is regarded as an emotional thought or attitude describing the level of happiness, like or dislike, or positive-negative feelings based on the cognitive and affective evaluation on the job. This research was conducted on 98 partner drivers from several locations: Dadap/Kosambi, Cibitung, Narogong, and Bandung. The result showed that there is an effect of job characteristics and job satisfaction to work engagement ($R^2 = 0.194$), which the effect of job satisfaction is bigger ($R^2 = 0.150$) than job characteristics ($R^2 = 0.054$). The result also showed that one of dimensions of job satisfaction which have the biggest effect on work engagement is co-worker satisfaction (Beta = 0.255). Thus, we can say that more partner drivers satisfy with their co-worker, the higher they feel vigor, dedication, and absorption to their job. The researcher suggested an intervention program: team building training to increase the interpersonal relation quality among the drivers.

Keywords: work engagement, job characteristics, job satisfactoin, driver